

Estate Management Policy

| Name | Reason for change | Date |
|--------------|-------------------|---------------|
| Andrea Baker | Periodic review | November 2020 |

Approval process for current version

| Presented to | Date | Outcome |
|--------------|---------------|---------|
| Services | November 2020 | |

1. Discretion

Poplar HARCA has absolute discretion in assessing health and/or safety risks on its estates, and in applying this policy.

2. Enforcement

Except matters serious enough to require immediate without-notice enforcement, escalation will be:

- a. 1st incident: warning letter
- b. 2nd incident: injunction with costs, and possession/forfeiture notice
- c. 3rd incident: possession/forfeiture proceedings, with costs

3. Communal Spaces

Nothing done or stored in a shared area should compromise fire safety, nor (in the opinion of Poplar HARCA) present a risk to health and/or safety.

Items that, in the opinion of Poplar HARCA, present an immediate risk to health and/or safety will be removed and disposed of without notice. Other items will be removed and disposed of 24 hours after the resident is notified. Poplar HARCA will recharge all of its costs.

Items left in shared areas must **never**:

- cause an obstruction
- be rubbish (bulk or in bags)
- be fabric, wood or other flammable material
- contain flammable liquids

4. Private gardens and balconies

Nothing done (or not done) or stored in a private open space must compromise fire safety; or, (in the opinion of Poplar HARCA), present a risk to health and/or safety.

Anything assessed as an immediate risk to health and/or safety must be immediately remedied by the resident when notified.

5. Installations and Works

Poplar HARCA will normally refuse permission for installations except in proven exceptional circumstances.

Prior written permission from Poplar HARCA must always be sought for proposed:

- structural change
- change or installation in a rented property
- item to be fixed to the structure of its building

- item to be installed or left on its land

Installations and works are at residents’ sole risk and cost; and must be carried out to Poplar HARCA’s satisfaction. Damage to Poplar HARCA’s property must be immediately remedied. Poplar HARCA will recharge all costs if it has to remedy.

6. Parking & Pramsheds

A license can be ended at any time.

A license will be ended or refused if there is an unreasonable service expectation; or money is owed to Poplar HARCA by anyone at the address.

In order, priority for available parking will be offered to:

- Poplar HARCA tenant or resident leasehold household with a blue badge, then
- Poplar HARCA tenant or resident leaseholder required by Poplar HARCA to relocate, then
- Poplar HARCA tenant or resident leaseholder, then
- Anyone else

Poplar HARCA tenant or resident leasehold household with a blue badge are eligible for:

- one parking bay free of charge, or
- one pramshed free of charge, or
- one garage at 50% of the charge

Underground parking will be charged at the garage rate.

7. Estates Budget

Each year in April, recognised Estate Boards and Gatherings will be allocated a budget that can be spent only on projects that:

- Benefit more than one Poplar HARCA resident household; and
- Enhance how an area looks and/or how safe an area is; and
- Is ‘revenue’ not ‘capital’ expenditure e.g. small fixture, fitting or feature

Funds must be allocated by September and cannot be carried over to the next financial year.

8. Policy review

Policies are reviewed every 5 years or sooner if they no longer reflect best practice.

9. Impact Assessment

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| How does the policy contribute to Poplar HARCA’s aims? | This policy regularises the management of estates. |
| Which group(s) benefit from the policy? If any group could be disadvantaged, what is the mitigation or justification? | Everyone benefits from good estate management. Exemptions and concessions are included. |
| How have residents been involved in developing the policy? | Over time, Estate Boards and JEP have fed into the policy. Feedback from complaints and contacts is incorporated. |
| How will the policy be monitored and measured? | The resident satisfaction survey measures how residents feel about the estate they live on. |
| If any, what are the Value for Money implications? | Provision is made to recharge costs. |
| Will personal data be collected, stored, used or shared? If yes, a privacy impact assessment must be carried out. | No additional data will be collected as a result of this policy. Data will be stored/secured on existing databases. |